

Improving Accessibility to Outpatient Department Through Reduction of Third Next Available Appointment in Tertiary Hospital in Taif, Saudi Arabia

14
days



10
days

Our goal was to enhance the Outpatient Department (OPD) accessibility at a tertiary care hospital by **reducing the wait time for the third available appointment (TNAA)** from 14 days to 10 days by Q1 2022.

The most common problems affecting the TNAA access were identified using a cause and effect diagram through a multivoting technique.

We identified

- increased number of patient walk-ins
- lack of referral criteria in specialties
- noncompliance with policies and procedures

as contributing factors to increase TNAA.

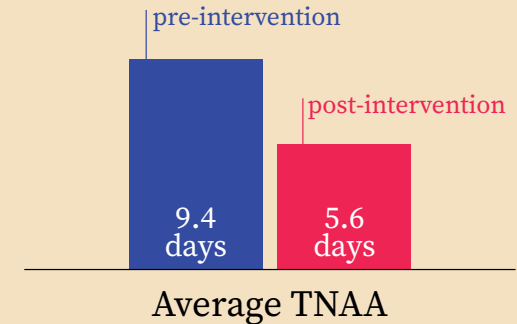
A multidisciplinary team executed four change initiatives across four Plan-Do-Study-Act (PDSA) cycles:

1. Analyzing clinic supply and demand
2. Establishing a standardized referral system
3. Implementing strategies to reduce no-shows (e.g., text message reminders)
4. Monitoring sustainability efforts



This improvement enhanced patient access to the OPD.

This success can be credited to the execution of the PDSA cycles and the ongoing monitoring of previously implemented strategies.



In conclusion, employing a pragmatic quality improvement method to standardize the outpatient appointment system and streamline patient flow leads to substantial and enduring enhancements in patient access to a busy OPD.